

Easterling, Deborah

From: Easterling, Deborah
Sent: Wednesday, May 25, 2011 9:46 AM
To: 'Mary Gene Ryan'
Subject: RE: Form Returned: Letter_of_Protest_Form_pub_0001.pdf

Dear Mr. & Mrs. Ryan:

This is to acknowledge receipt of your email to our PSC Website Comments.

I am forwarding your email to our Clerk's Office for handling. Your email will become a part of Docket No. 2011-47-WS and will be posted on our website under this Docket.

Please let me know if you should require any additional information.

Sincerely,

Deborah Easterling

-----Original Message-----

From: Mary Gene Ryan [<mailto:journaloffice@burkinc.com>]
Sent: Wednesday, May 25, 2011 12:27 AM
To: Contact
Subject: Form Returned:
Letter_of_Protest_Form_pub_0001.pdf

Form Returned: Letter_of_Protest_Form_pub_0001.pdf

Instructions to add this form to a responses file:

1. Double-click the attachment.
2. Acrobat will prompt you to select a responses file.

RECEIVED
MAY 26 2011
PSC SC
MAIL / DMS

* Required Fields

Date: * May 25, 2011

Letter of Protest
in Docket * 2011 - 47 - WS



Protestant Information:

Name * MICHAEL T. AND MARY GENE RYAN

Mailing Address * 219 BARNACLE CIRCLE

City, State Zip * LEXINGTON, SC 29072 Phone * 803-358-0819

E-mail mryan@csuniv.edu

1. What is your connection or interest in this case? * For example, are you a customer of the Company that is the subject of this pending proceeding? (This section must be completed. Attach additional information if necessary.)

We are customers of Carolina Water Service (aka "Utilities, Inc.") and have been since September 2006. We reside in the Seay Cove community in the town and county of Lexington.

2. Please give a concise statement of your protest. * (This section must be completed. Attach additional information if necessary.)

We received notification through the mail during the week of May 15, 2011, from Carolina Water Service stating that they are requesting a rate increase of approximately 43% from the Public Service Commission. Their reasons for seeking an increase include rising costs of operation and a number of capital improvements made to the system. We do not dispute the fact that their operational costs have probably increased due to inflation; however, we have seen no evidence of the capital improvements mentioned in the notification. Carolina Water Service has given us mediocre service at best and has demonstrated an inability to track its own finances, as evidenced by last year's investigation by the Public Service Commission into their business practices. We are more than willing to compensate Carolina Water Service fairly for the increase in their operational costs due to inflation, but an increase of 43% is exorbitant, unfair to us as consumers, and unwarranted given Carolina Water Service's past and current performance.

We respectfully request that the Public Service Commission limit the increase granted to Carolina Water Service to no more than 10%, which would include roughly 8% due to inflation since 2006. We believe that this level of increase is fair to both the utility and the consumers. Once Carolina Water Service shows evidence of having made the capital improvements mentioned in their petition, they should apply to the Commission for an additional increase.

3. Do you wish to make an appearance at a hearing in this proceeding, if scheduled, and offer sworn testimony? *
(This section should be completed.)

No, we do not wish to appear at the hearing.